

# Defense Manpower Data Center (DMDC)

## ID Card Office Online - Home Page User Guide

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### Overview

The RAPIDS ID Card Office Online (IDCO) Home page is the access point to all IDCO functions. From this page you can access the ID Card Office Locator, CAC Maintenance, Family/Sponsor update, and My Profile functionality. The IDCO home page is publicly accessible. Accessing certain functions from the Home page will require CAC or DS Logon.

### Contact Us

For additional assistance or to report problems, please call:

Toll Free: 800-538-9522

Commercial: 505-335-9980

When requesting support, reference the ID Card Office Online (IDCO) application. If receiving an error message, please provide the entire error message.

To provide feedback on system functionality and performance, please utilize the Feedback button in the top right corner.

### IDCO Home Page

1. Open an internet browser to <https://idco.dmdc.osd.mil/idco>
2. The IDCO Home Page will display providing options to access the available functionality.
3. Select the Continue button associated with the function that you wish to access.
  - [ID Card Office Locator & Appointment](#)
  - [Common Access Card](#)
  - [Sponsor/Family](#)
  - [My Profile](#)

## ID Card Office Locator & Appointments

The Site Locator & Appointments function provides the ability to search for a RAPIDS ID Card Office and book an appointment. Reasons for visiting an ID Card Office may include the following:

- Issuance/re-issuance of a CAC
- Issuance/re-issuance of Sponsor USID card
- Issuance/re-issuance of a dependent ID Card
- Addition of dependent to DEERS
- Resolution of CAC issues such as a Certificate Error
- CAC PIN Reset
- DEERS Updates
- Update dependent as a Full Time Student
- Lost/Stolen/Confiscated ID Card

Select the **Continue** button in the ID Card Office Locator and Appointments box to perform any of the following functions:

1. Search for a RAPIDS ID Card Office by location, name, or Site ID
2. Search for a RAPIDS ID Card Office with Walk-In hours
3. Search for RAPIDS ID Card Office that offers appointments
4. Find the address, phone number, or directions to a RAPIDS ID Card Office
5. Make an appointment at an ID Card Office

**Note:** Availability of appointments and information displayed in the ID Card Office Locator and Appointments function is determined by each ID Card Office.

## Common Access Card

The Common Access Card maintenance function provides the ability to update the information on a CAC including the following:

1. Update Personnel (work) email address on your CAC
2. Add the Joint Data Model (JDM) Applet to your CAC
3. Activate the Personal Identity Verification (PIV)Auth certificate on your CAC
4. Add the Personnel Category Code (PCC) to the User Principal Name (UPN) on your CAC

Select the **Continue** button in the Common Access Card box to perform one of these updates to your CAC. You will be prompted to Logon with your CAC.

**Note:** You MUST logon with your CAC to perform CAC maintenance functions.

## Sponsor/Family

The Sponsor/Family update functionality will allow you to nominate a family member for addition to DEERS, view or print your current family member list, request reissuance of a Family member's ID card, and update a Sponsor's personal contact information.

Select the **Continue** button in the Sponsor/Family box to perform one of these actions. You will be prompted to Logon with your CAC or DS Logon Username and Password.

## My Profile

The My Profile functionality will allow a sponsor to view and update your personal, personnel (work), and dependent contact information. In addition, a sponsor may update Global Address List (GAL) information, and a Civilian sponsor may opt into the TSA Pre-Check program.

Dependents may access their own information only through My Profile using a DS Logon Username and Password. Dependents may view and update their contact information.

Select the **Continue** button in the My Profile box to perform one of these actions. You will be prompted to Logon with your CAC or DS Logon Username and Password.

## Signing In and Out

### Signing In

No sign in is required to reach the IDCO Home Page.

If accessing the Common Access Card functionality, you must sign in with your CAC. You will be prompted after selecting the Continue button on the Home Page.

If accessing the My Profile or Family/Sponsor functionality you must sign in using your CAC or DS Logon Username and Password. You will be prompted after selecting the Continue button on the Home Page. Choose one of the logon methods and select **Login**.

**Note:** Only family members who are 18 years or older can obtain a DS Logon to sign in to IDCO My Profile.

### Signing Out

To close IDCO after signing on with CAC or DS Logon, click **Sign Out** at the top of any page. For added security, please close your browser after you sign out.

For additional security, after a period of inactivity (15 minutes) you will automatically be signed out of the system. Sign In again when you are ready to resume using IDCO My Profile.